



**NORTHOAKS PRIMARY SCHOOL
 SCHOOL BUS REGISTRATION FORM FOR 2017**

PARENT'S PARTICULAR

Parent's Name		Home No.	
Mailing Address	Postal Code	Mobile No.	
		Alternative No.	
Email Address			

CHILD'S/WARD'S PARTICULAR

Child's Name		Level 2017		1-way to school	<input type="checkbox"/>	Start Date
Pick-up / Drop-off Address if different from Mailing Address				1-way from school	<input type="checkbox"/>	/ / 2017
Postal Code				2-way	<input type="checkbox"/>	(ddmmyyyy)

CHILD'S/WARD'S PARTICULAR

Child's Name		Level 2017		1-way to school	<input type="checkbox"/>	Start Date
Pick-up / Drop-off Address if different from Mailing Address				1-way from school	<input type="checkbox"/>	/ / 2017
Postal Code				2-way	<input type="checkbox"/>	(ddmmyyyy)

Terms & Conditions :

1. Full month transport fee is payable in advance.
2. The computation of school bus fee is based on a 12-month period. Fee for the month of June and December are to be paid in January and July, respectively. Full payment for the month will be made by the first week of each month.
3. Transport services that commences after 15th of the month will be charged as half-a-month fee.
4. There will be **no refund** of bus fee after taking 2 weeks of transport service, (i.e. no refund for June transport fee if 2 weeks of services taken in January, no refund for December transport fee after 2 weeks of services taken in July).
5. Termination of our services requires one month's written withdrawal notice or one month's bus fee in lieu of notice. Please email the withdrawal notice via info@premiumbus.com.sg.
6. Aedge Holdings Pte Ltd reserves the rights to change its buses, pick up time, routing and drivers, subject to informing school of changes.
7. Students must wait for the bus **5 minutes** before the stipulated waiting time at the specific pick up point.
8. Parents may claim \$3 refund per incident whenever the bus fail to turn up.
9. No adult is allowed on board the bus to accompany the student.
10. Seats are assigned by the bus attendant and no reservation of seat is allowed.
11. Student on board must obey the instruction of the driver and bus attendant. Shouting, fighting, vulgar language, drinking, eating, running or playing on the bus is not permitted and misbehaving student violating the rules shall be brought to the attention of the school. Transport services may be terminated after 2 written warning letters issued by Aedge Holdings Pte Ltd.
12. Parents are liable for any damage done to the bus through the actions of the children.
13. Coordinator will call the parent to confirm the pick-up time and point prior to the commencement of the transport service.
14. Aedge Holdings Pte Ltd reserves the rights to make further changes to the above Terms and Conditions, subject to informing school of changes and approval.

I fully understand the terms and conditions stated above for engaging Aedge Holdings transport services and agree to abide by the said terms and conditions.

 Signature by Parent/Guardian

 Date

For Official Use

Student Bus Code		Bus No		Estimated Pick Up Time	
Pick Up Point				Estimated Drop Off Time	
				Processed by	
Transport Fare inclusive of 7% GST	SS\$	Per month		Date	

Dear Parents/Guardians,

INFORMATION ON OUR SCHOOL BUS SERVICES

1. Thank you for using our school bus services. We are committed to provide your child/ward with a safe, reliable and comfortable ride. We are pleased to provide you with the following information on our services.
2. **Bus Pick-up Point and Time**
We will send the transport details including driver's particulars and vehicle number via SMS 2 to 5 days before the school term starts. At the same time, our coordinator will contact parents to confirm the pick-up point and time. You are also encouraged to contact the assigned driver.
3. **Changes After Registration & Confirmation**
For any changes after registration or termination before commencement of our transport service, kindly Email us at info@premiumbus.com.sg or contact us through our hotline at 8128 4018.
4. **Billing & Payment**
 - a. The computation of school bus fee is based on a 12-month period. Fees for the month of June and December are to be paid in January and July, respectively. Payment must be made by the first week of each month.
 - b. The fee for November is payable together with September's fee.
 - c. Full month transport fee is payable in advance.
 - d. Transport services commence after 15th of the month will be charged as half-a-month fee.
 - e. There will be **no refund** of bus fee after taking 2 weeks of transport service, (i.e. no refund for June transport fee if 2weeks of services taken in January, no refund for December transport fee after 2 weeks of services taken in July and no refund for November transport fee after 2 weeks of services taken in September.)
5. **Termination of Bus Transport Services**
Terminate of our services requires one month's written withdrawal notice or one month's bus fee in lieu of notice. Please email the withdrawal notice via info@premiumbus.com.sg
6. **General Rules and Regulations**
 - a. Aedge Holdings Pte Ltd reserves the rights to change its buses, pick up time, routing and drivers.
 - b. Students must wait for the bus **5 minutes** before the stipulated waiting time at the specific pick up point.
 - c. Parents may claim \$3 refund per incident whenever the bus failed to turn up.
 - d. No adult is allowed on board of the bus to accompany the student.
 - e. Seats are assigned by the bus attendant and no reservation of seat is allowed.
 - f. Student on board must obey the driver and bus attendant at all times. Shouting, fighting, vulgar language, drinking, eating, running or playing on the buys is not permitted and misbehaving student violating the rules shall be brought to the attention of the school. Transport services may be terminated after 2 written warning letters issued by Aedge Holdings Pte Ltd.
 - g. Parents are libale for any damage done to the bus through the actions of the children.
 - h. Aedge Holdings Pftd Ltd reserves the rights to make further changes to the above Terms and Conditions.

For more information, kindly refer to our FAQ behind.

Thank you.

Yours sincerely,
Aedge Holdings Pte Ltd

(This is computer generated, no signature required)

Commonly asked questions

Q1 : Why must I pay for bus fare for school holiday?

A : The computation of school bus fee is based on a 12-month period.

Q2 : Which month must I pay advance transport fare?

A : Aedge Holdings will charge June transport fee together with January services and December transport fee together with July services. Hence, you will need to pay 2 months transport fare in January and July.

Q3 : When and how do I need to make payment?

A : All payments are made in advance. Monthly invoice will be sent to your mailing address on the 25th of each month. GIRO deduction will be made on the 7th of the following month. Aedge Holdings reserves the rights to suspend or terminate the transport service without prior notice if GIRO payment is not successfully made after the payment due date. Parent is advised to maintain sufficient funds in the bank account for GIRO deduction before the payment due date every month.

Q4 : Will the bus driver call to inform us on the pick-up time and waiting point when school re-opens?

A : An SMS will be sent to parent 2 to 5 days before the school re-opens. Driver's name, contact number and vehicle number will be indicated on the SMS. Coordinator will contact parent on the pick-up time and waiting point 2 to 5 days before. However, you are also encouraged to contact the driver.

Q5 : What are the procedures and notice period required to make changes to pick up or drop off location or change of residential address?

A : Kindly email us at info@premiumbus.com.sg for any request of changes. Two (2) week notice is required as Aedge Holdings requires time to plan and organize the transport service. Parent must provide date of change and new address otherwise planning may become impossible. Parent who intends to change any transportation requirements must inform us via email or through the hotline as early as possible.

Q6 : What is the notice period for terminating the bus service?

A : If you wish to terminate our services, one month's written withdrawal notice or one month's bus fee in lieu of notice should be given. Kindly email the withdrawal notice via info@premiumbus.com.sg.

Q7 : What is the procedure to cancel the bus transport service after registration with Aedge Holdings but before school term starts?

A : Kindly email your cancellation request to info@premiumbus.com.sg if you are not comfortable with the timing and routing. This must be done before the school term starts otherwise we will need you to pay as per normal although you did not take the transport service.

Q8 : Is my child allowed to take a different bus while going back home?

A : Children are not allowed to take a different bus from their assigned bus. We seek your understanding as cross-transfers will create unnecessary disarray in transport arrangements if not properly managed.

Q9 : Why is my child being the first to be picked up and last to be dropped off?

A : At present, there is no queuing policy. Roads used to travel to and from the school may vary. As such, travelling time, pick-up and drop-off location are dependent upon the route travelled.

Q10 : Why is my child not the last to be picked up though we reside nearest to school?

A : Bus timings are dependent upon the families served by that particular bus. In some instances, it is not feasible to pick up the child staying closest to the school last. Traffic laws and conditions must be taken into account when planning travelling routes.

Q11 : Where is the Pick-up and Drop-off point?

A : The pick-up and drop-off point will mostly be at a bus stop nearby. There may also be one common pick-up and drop off point for the students staying at nearby blocks within the same vicinity.

Q12 : Must I contact the driver or office if my child is not taking the transport on a particular day, e.g. fallen ill?

A : It is advisable that parent should contact the driver if their child is sick or due to other reasons when not taking the transport.

Q13: How do we claim the \$3 refund for any service failure as mentioned on the registration form?

A : Any service failure on the pick-up due to vehicle breakdown or driver did not turn up, there is a \$3 refund per incident. The bus driver will refund this amount directly to the parent for the service failure.

APPLICATION FORM FOR INTERBANK GIRO

PART 1: FOR APPLICANT'S COMPLETION (fill in the spaces indicated with 4)

Date:
4 _____

Name of Billing Organisation ("BO"):
4 **Aedge Holdings Pte Ltd**

To: Name of Bank:
4 _____

Billing Organisation's Customer's Name:
4 _____

Branch:
4 _____

Billing Organisation's Customer's Reference Number:
4 **200509323E**

- (a) I/We hereby instruct you to process the BO's instructions to debit my/our account.
- (b) You are entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
- (c) This authorisation will remain in force until terminated by your written notice sent to my/our address last known to you or upon receipt of my/our written revocation through the BO.
- (d) It is the BO's responsibility to inform banks upon the expiry of this authorisation and to ensure no deductions are made thereafter.

Note: BOs should print and make clear whether this option is applicable or available to their customers.

My/Our Name(s) as in Bank's record
4 _____

My/Our Contact (Tel/Fax) Number(s):
4 _____

My/Our Account Number:
4 _____

My/Our Company Stamp/Signature(s)/Thumbprint(s)*:
4 _____
(as in bank's records)

PART 2: FOR BILLING ORGANISATION'S COMPLETION

Bank	Branch	Billing Organisation's Account Number
7	1	7 1 0 4 7 0 4 7 9 0 0 9 8 0 9

Billing Organisation's Reference Number
2 0 0 5 0 9 3 2 3 E

Bank	Branch	Account Number To Be Debited

PART 3: FOR BANK'S COMPLETION

To: Billing Organisation

This Application is hereby REJECTED (please tick) for the following reason(s):

- | | |
|--|---|
| <input type="checkbox"/> Signature/Thumbprint# differs from Bank's records
<input type="checkbox"/> Signature/Thumbprint# incomplete/unclear#
<input type="checkbox"/> Account operated by signature/thumbprint# | <input type="checkbox"/> Wrong account number
<input type="checkbox"/> Amendments not countersigned by customer/BO
<input type="checkbox"/> Other reason(s): _____
_____ |
|--|---|

Name of Approving Officer Authorised Signature Date

* For thumbprints, please go to the branch with your identification.

Please delete where inapplicable

To be printed on the reverse of the GIRO application form.

GIRO is a convenient, cashless mode of payment. To help you better understand the GIRO payment method. Here are some answers to the most frequently raised questions on GIRO:

[The FAQs below are for reference of billing organisations. BO should customised the FAQs to suit their business circumstances and operations.]

How do I get started?

Complete this GIRO application form, with your customer/account/bill number and send the form with your signature duly signed to us at:

Aedge Holdings Pte Ltd
Blk 4009 Ang Mo Kio Ave 10
Techplace 1 #04-33
Singapore 569738

Note: For account operated via thumbprint, please bring your NRIC/passport to your bank for the print to be taken and witnessed.

Will I be notified of the approval of my GIRO application?

Aedge Holdings Pte Ltd will inform you when the GIRO is approved and the effective date.

How long do I need to wait before my GIRO arrangement is effective?

Continue paying by cash or cheque for all your bills until your GIRO arrangement is effected, which takes at most 21 working days. Your GIRO application is only effective when the statement "Amount will be deducted from your account on dd/mm/ccyy" appears on your bill.

Can I arrange for another party to effect the GIRO arrangement through his/her bank account or pay for another party?

Yes, you can by stating his/her name and address, and the customer/account/bill number on the GIRO form.

Please obtain the signature/thumbprint of the person on the form if he/she is paying for you.

When will the GIRO deduction be made?

A deduction will only be made from your bank account on the 7th of each month. The amount deducted will be reflected in your bank statement and monthly bills.

What happens if there are insufficient funds in my bank account?

We will send you a letter to inform you to pay by other ways. However, you should still maintain sufficient funds in your bank account for the subsequent due date. We will terminate your GIRO if we are unable to make GIRO deductions after 3 consecutive attempts. Please note that some banks do charge a service fee for unsuccessful GIRO deduction due to insufficient funds.

Can I set a payment limit on my GIRO deduction?

Yes, you can, but you should ensure that the limit is sufficient to pay for all charges for subscriptions and any other services, including GST. If the amount in your bill exceeds the limit, no deduction will be made from your bank account. You will then need to pay your bill by cash/cheque/NETS or any electronic payment means before the due date.

Can I stop GIRO payment on a particular bill?

Yes, you can by calling us at 64587645 but you will need to give us at least 7 working days before the next deduction date. You should also inform your bank to stop GIRO payment if applicable.

What happens to my GIRO arrangements that are no longer used?

You should review all your GIRO arrangement periodically and terminate those arrangements that are no longer required with your bank.

Please approach your bank and complete the necessary termination forms.